

The CP Connection

The Community Partner Newsletter

Issue 16

December Issue 2016



Dr. Mitchell Katz being honored at the #Health4All Posada for the MHLA Program on December 8, 2016

“My idea of Christmas, whether old-fashioned or modern, is very simple; loving others.”

~Bob Hope

Happy Holidays from My Health LA

From MHLA Program Director, Amy Luftig Viste

Hello and happy holidays to all. I think most of us agree that 2016 has been a tumultuous year politically and in the world, so I hope we can take this time at the end of the year to slow down a little and bring more peace and calm into our lives. I wish all of you a safe and peaceful Christmas, Hanukkah, Kwanzaa or whatever holiday you celebrate this time of year.

To help get me into the holiday mood, I attended a beautiful Posada on December 8, 2016 by the #HealthForAll coalition, a collaboration with The California Endowment and other partners invested in providing health care for everyone in Los Angeles. The Posada was held at The Wellness Center at LAC+USC Medical Center to honor DHS Director Dr. Mitchell Katz for the work he has done to support and grow the MHLA program. MHLA is an essential part of the health care safety net in Los Angeles County, and Dr. Katz has been a firm supporter of helping strengthen and grow the program. Thank you for all you do for this program and its participants. I know they appreciate this program and I do too. - Amy

Children in MHLA and Medi-Cal

Keeping with the spirit of health care for everyone, the Los Angeles County Board of Supervisors met on Tuesday, December 13th and voted to keep children under age 19 enrolled in MHLA past the December deadline. Previously, all MHLA children under age 19 were scheduled to be disenrolled by December 31, 2016. In an effort to maintain coverage for these children, MHLA will keep these children enrolled in the program on a month-to-month basis.

This week, Community Partners are being sent a list of the children who are enrolled in MHLA at their clinic and are being asked by the program to contact these families to encourage and work with them to enroll their children into Medi-Cal as soon as possible.

Inside this issue:

- ◆ Pharmacy Phase II Pilot expanding! See page 2.
- ◆ Renewal Survey coming! See page 2.
- ◆ Newly updated Welcome Letter. See page 2.

Update on new Pharmacy Phase II February 1st Volunteers

On February 1 2017, MHLA will be adding a second cohort of CPs to the Pharmacy Phase II retail pharmacy network. This second cohort attended an orientation on December 14, 2016 as is getting ready to go live soon.



Ten (10) clinics have volunteered to start the new pharmacy process on Feb. 1st. Those are:

- Altamed Health Services
- Arroyo Vista Health Center
- Asian Pacific Health Care Ventures
- Bartz-Altadonna Community Health Center
- Korean Health Education Information and Research (KHEIR)
- Los Angeles Christian Health Centers
- Samuel Dixon Family Health Center
- The Achievable Foundation
- Venice Family Clinic
- VIA Care (formerly Bienvenidos)

Thanks to these CPs who are participating in Pharmacy Phase II and we look forward to working with you to make this a success for you and your patients.

MHLA Patient Renewal Survey

Are all of your MHLA participants renewing their MHLA coverage on time? If you answered no....you are not alone. There are many individuals who are choosing not to renew in MHLA, and like you, the MHLA program office wants to find out why. in partnership with the Community Clinic Association of Los Angeles County,

Renewal Survey Continued

the MHLA member services team has been reaching out to MHLA participants who didn't renew their MHLA coverage to find out why they didn't renew. Participants are asked a set of 7 survey questions.

Countywide, there were about 11,000 participants who did not attempt to renew their MHLA coverage in the last 3 months and were disenrolled. This is our cohort of people to call. MHLA Member Services will attempt to call a representative sample (95% confidence with 5% margin of error).

We believe we will finish these calls before the new year and will provide you with information about what we learned in the hopes that this information will help us all improve our MHLA renewal rates.

New Congratulations Letter

MHLA has a brand new MHLA congratulations letter in One-e-App! The new letter, which is printed directly out of One-e-App when a patient enrolls in MHLA, has been updated to include important pharmacy information for those participants who are getting their medicines at retail pharmacies while they wait for their MHLA ID card to arrive. The new letter contains essential information that retail pharmacies need in order to fill MHLA prescriptions for participants who do not yet have their MHLA ID card.

The letter also contains images of the new MHLA ID card in the hopes that enrollers will use the letter as way to explain to participants what the ID card is, why it is important to present the card when they get services and medicines, and what to do (call MHLA Member Services) if they lose the card.

We hope this makes it easier for new participants to get needed services from the moment of enrollment.

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